

Contact Management Service (CMS) Contact Codes

xserve

Provided by:



Contents

CMS Contact Codes

- ADD/UNC
- FOM/MNC
- DUP
- ISO
- DTL

Contact	Description
ADD or UNC	Address Amendment/Unconfirmed Address Amendment
AGG	Twin stream Challenges
DMQ	Daily Metered Query
DUP	Duplicate Meter Point
ENQ	Enquiry
FLE	File Enquiry
FOM or MNC	Found Meter /MPRN Creation
GSR	Gas Safety Regulations
ISO or DTL	Isolation request/Dead to Live
MUR	Must Read Requests
MUS	Manage Unregistered Sites
PRS or PSA	Prime and Sub Configuration Change/Prime and Sub Reads
PSI	Primes and Subs Invoice
RFA or CDQ	Request For Adjustment/Consumption Dispute Query
(U)SRV	Filter Failures
TOG	Theft of Gas

ADD/UNC – When and why the Contact Code is raised/generated

- Contact Codes:
 - ADD (Address Amendment)
 - UNC (Unconfirmed Address Amendment)
- Submission methods:
 - ADD/UNC – User interface (CMS screen) and EFT (via QMP file)
- When it is raised and by who:
 - A stakeholder believes that the address held on UK Link is incorrect
 - ADD – A Shipper, GDN, or IGT may raise the Contact if it is within their portfolio
 - UNC – As ADD but can only be raised by Shipper if it has never been in any Shipper's portfolio

Duplicate Meter Point DUP – When and why the Contact Code is raised

- Contact Code:
 - DUP
- Who can raise:
 - Shippers, GDNs and IGTs
- When it is raised:
 - When it is believed that a single service pipe has more than one Meter Point Reference Number (MPRN) recorded on UK Link
- Submission methods:
 - User interface (CMS screen) and EFT (via QMP file)

Isolations ISO – When and why the Contact Code is raised/generated

- Contact Code:
 - ISO
- Who can raise:
 - Shippers
- When it is raised:
 - A stakeholder believes the status of a Supply Meter Point should be DEAD while UK Link displays a live status
- Submission methods:
 - User interface (CMS screen)

Dead to Live (DTL) When and why the Contact Code is raised/generated

- Contact Code:
 - DTL
- Who can raise:
 - Shippers
- When it is raised:
 - A Shipper believes the status of a Supply Meter Point has been incorrectly set to DEAD on a Live supply.
- Submission methods:
 - User interface (CMS screen)

Useful Links

Contact Management Service (CMS) User Guide:

<https://www.xoserve.com/media/1063/cm-shipper-user-guide-v3.pdf>

Link to CMS:

<https://www.xoserveportal.com>